

## Complaint system:

Phone 85 %  
Mail  
Internet

25-30,000 cases  
per year

call back by phone

government ID

Quality system for collection in place:

Call number + info needed  
production date

## CHS (contact management system)

- data

17 ~~of~~ people  
Call experts  
investigators, 8 analysis group  
callers asked for sending in product  
system ready for envelope etc.

Alert system for critical cases

No auto health effects except for auto effects  
if people report long term health effects  
will be sent to NY legal

Referrals to toxic sources

30 calls per month

ACCORD / Bill

1-800-4-ACCORD

Call center  
Contracted out  
incl. consumer  
research

Health → consumer affairs

→ alert groups

Disaster groups has call center, handles all  
They call in for lighter replacement  
every 2000 ups  
lights

Consumer Affairs = Corporate affair  
~~many calls are health related~~ forward  
to them

Annually, monthly, weekly, it depends  
5 days, 8-5 pm after available  
report